

**STATE OF HAWAII**  
**Department of Hawaiian Home Lands**

Micah A. Kane, Chairman  
Hawaiian Homes Commission

**July 16, 2004**

**LAND DEVELOPMENT DIVISION**  
**Housing Project Branch**

**REQUEST FOR PROPOSALS**  
**RFP-005-HHL-001**

To Provide Self-Help Housing Counseling Services  
located in East Hawaii, Island of Hawaii

**REQUEST FOR PROPOSALS (RFP)**  
**RFP No.: RFP-05-HHL-001**

Notice is hereby given that pursuant to Chapter 103F, Hawaii Revised Statutes, relating to the purchases of health and human services, the Department of Hawaiian Home Lands (DHHL), Land Development Division, Housing Project Branch is soliciting proposals to provide housing counseling services through the Mutual Self-Help Housing Services for the development of single-family houses in East Hawaii, island of Hawaii.

**RFP Coordinator**

Mr. Isaac Takahashi  
Telephone: (808) 587-6488

**RFP I.D. Number**

RFP-005-HHL-001

RFP Pickup and Hand Deliveries

DHHL East Hawaii District Office  
160 Baker Avenue  
Hilo, Hawaii

RFP Mail-Ins

DHHL Housing Project Branch  
P. O. Box 1879  
Honolulu, Oahu 96805

**Service Activity**

Family screening/selection, homeownership/financial counseling, financing of the houses, construction coordination/training, lead and support of self-help families, and other related services for future self-help projects in East Hawaii. RFP applicants shall possess the capacity to contract with various businesses or firms to prepare and deliver all goods and services required in family screening/selection/counseling, financing, construction, and other related requirements for assisting the coordination of qualified native Hawaiian applicants.

The services being solicited by the DHHL are described and set forth in a Request for Proposals (RFP). RFP packets may be obtained beginning July 16, 2004. The RFP orientation session will be held on Wednesday, July 21, 2004, at the DHHL Hilo District Office, 160 Baker Avenue, Hilo, Hawaii, from 10:00 a.m. to 11:00 a.m., Hawaii Standard Time (HST).

All proposals must be delivered to the location specified in the RFP in a manner that will ensure delivery by **4:30 p.m. HST, August 6, 2004**. All hand-deliveries will be accepted at DHHL East Hawaii District Office, 160 Baker Avenue, Hilo, Hawaii by **4:30 p.m. HST, August 6, 2004**. Proposals received after the deadline will be rejected.

**BE ADVISED**

All mail-ins postmarked USPS after 12:00 midnight HST, August 6, 2004, will not be accepted for review and will be returned. Hand deliveries will not be accepted after 4:30 p.m. HST, August 6, 2004.

Deliveries by private mail services such as FedEx shall be considered hand deliveries and will not be accepted if received after 4:30 p.m. HST, August 6, 2004.

Proposals must comply with the requirements of the RFP. Any proposal that does not comply with the RFP may be subject to disqualification. DHHL reserves the right to amend the RFP by written addenda, to amend the schedule provided herein, to reject any and all proposals or to waive any defects in said proposals where DHHL deems it is in the best interest of the State.

Questions regarding this RFP may be directed to Mr. Isaac Takahashi, Housing Specialist at (808) 587-6488.

**DEPARTMENT OF HAWAIIAN HOME LANDS**

Micah A. Kane, Chairman  
Hawaiian Homes Commission

# REQUEST FOR PROPOSALS

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## Section 1: Administrative Requirements

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### I. General Information

#### A. Authority

The Department of Hawaiian Home Lands is soliciting proposals to provide housing counseling services through the Mutual Self-Help Housing Services Program for the development of single-family houses in East Hawaii, island of Hawaii.

This Request for Proposals (RFP) is issued under the provisions of the Hawaii Revised Statutes, Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

#### B. RFP Administration

1. Issuing office. The Housing Project Branch (HPB) of the DHHL shall administer the RFP process. The issuing office address is:

Department of Hawaiian Home Lands  
Land Development Division  
Housing Project Branch  
1099 Alakea Street, Suite 1230  
Honolulu, Hawaii 96813

2. Contact person. Inquiries regarding this RFP may be directed to:

Mr. Isaac Takahashi, Housing Specialist  
DHHL – HPB  
1099 Alakea Street, Suite 1230  
Honolulu, Hawaii 96813  
Telephone: (808) 587-6488  
Facsimile: (808) 586-3923  
e-mail: [Isaac.M.Takahashi@hawaii.gov](mailto:Isaac.M.Takahashi@hawaii.gov)

All questions regarding the prospective applications may be addressed to the contact person listed above.

## C. RFP Organization

This RFP is organized into five sections:

- Section 1: Administrative Overview  
Provides applicants with an overview of the procurement process.
- Section 2: Service Specifications  
Provides applicants with a general description of the tasks to be performed, delineates applicant responsibilities, and defines deliverables (as applicable).
- Section 3: Proposal Instructions  
Describes the required format and content for the proposal application.
- Section 4: Proposal Evaluation  
Describes how proposals will be evaluated by the state purchasing agency.
- Section 5: Attachments  
Provides applicants with information and forms necessary to complete the application.

## D. Procurement Timetable

<u>Activity</u>	<u>Scheduled Dates</u>
Public notice announcing RFP	07/16/04
Distribution of RFP	07/16/04
RFP orientation session	07/21/04
Closing date for submission of written questions for written responses	07/23/04
DHHL's response to applicants' written questions	07/27/04
<b>Proposal submittal deadline</b>	<b>08/06/04</b>
Proposal evaluation period	08/09-16/04
Provider selection and award	08/24/04
Notice of statement of findings and decisions	08/25/04
Contract Start Date	09/01/04

1. Orientation. An orientation for applicants in reference to the request for proposals will be held on **Wednesday, July 21, 2004, at 10:00 a.m., Hawaii Standard Time (HST)**. Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted and spontaneous answers provided at the orientation at the DHHL's discretion. Verbal answers provided at the orientation are only intended as general direction and may not represent the DHHL's position. Formal official responses will be provided in writing. To ensure a written

response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in paragraph 2. Submission of Questions, in order to generate a written response by DHHL.

2. Submission of Questions. Applicants may submit questions to the RFP contact person, Mr. Isaac Takahashi, Housing Specialist. The deadline for submission of written questions is **4:30 p.m., H.S.T., on July 23, 2004**. All written questions will receive a written response from the DHHL. DHHL responses to applicant written questions will be sent by **July 27, 2004**.

E. Submission of Proposals

1. Applicants must submit **one original and (3) three copies of the proposal application** to the DHHL. All Proposals must be received by **Friday, August 6, 2004, 4:30 p.m., HST**, at the DHHL Hilo District Office, 160 Baker Avenue, Hilo, Hawaii 96720 or mailed to the DHHL Housing Project Branch, P.O. Box 1879, Honolulu, Hawaii 96805.

All mail-ins postmarked USPS after 12:00 midnight, HST, August 6, 2004, **will not be accepted or reviewed and will be returned**.

Hand deliveries **will not be accepted after 4:30 p.m., HST, August 6, 2004**.

Deliveries by private mail services such as FedEx shall be considered hand deliveries and **will not be accepted if received after 4:30 p.m., August 6, 2004**.

2. Proposals must contain the following components.
  - a. **POS Proposal Application Form SPO-H-200A, including Title Page Form SPO-H-200 and Table of Contents.** Applicant shall submit comprehensive narratives that addresses all of the issues contained in the Proposal Application Instructions (refer to Section 3 of this RFP).
  - b. **Registration Form SPO-H-100A.** If applicant is not pre-registered with the State Procurement Office (business status), this form must be submitted with the application. If applicant is unsure as to their pre-registration status, they may check the State Procurement Office website at: <http://www.spo.hawaii.gov>.

- c. Click on *Procurement of Health and Human Services*. Then click on *Provider Lists*. *The Registered List of Private Providers for Use with the Competitive Method of Procurement*. Applicants may also call the DHHL at (808) 587-6488 or the State Procurement Office at (808) 587-4706.
- d. **Certifications.** Federal and/or State certifications, as applicable.
- e. **Program Specific Requirements.** Additional program specific requirements are included in Sections 2 and/or 3, Service Specifications and the Proposal Application, as applicable.

Multiple or alternate proposals shall **not** be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are **not** accepted and an applicant submits alternate proposals but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.

F. Allowable Communication

- 1. Discussions with Applicants Prior to, or After Proposal Submittal Deadline. Discussions may be conducted with applicants who submit proposals determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance with the administrative rules.
- 2. Additional Materials and Documentation. Upon request from the DHHL, each applicant shall submit any additional materials and documentation reasonably required by the DHHL in its evaluation of the proposals.

G. Content Requirements

- 1. RFP Amendments. The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.
- 2. Final Revised Proposals. The applicant's final revised proposal, as applicable to this RFP, must be postmarked or hand delivered by the date and time specified by DHHL. Any final revised proposal postmarked or received after the designated date and time will be rejected. If a final revised proposal is not submitted, the previous



submittal will be construed as their best and final offer/proposal. On the section(s) of the proposal that are amended shall be submitted by the applicant, along with the Proposal Application Title Page SPO-H-200. After final revised proposals are received, final evaluations will be conducted for an award.

- H. Cancellation of Request for Proposals. The request for proposals may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.
- I. Costs for Proposal Preparation. Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.
- J. Provider Participation in Planning. Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a request for proposals, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with sections 3-142-203 and 3-143-618 of the Hawaii Administrative Rules for Chapter 103F, HRS.
- K. Rejection of Proposals. The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons: (Relevant sections of the Hawaii Administrative Rules for Chapter 103F, HRS are parenthesized).

- 1. Rejection for failure to cooperate or deal in good faith.  
Section 3-141-201
- 2. Rejection for inadequate accounting system.  
Section 3-141-202
- 3. Late proposals.  
Section 3-143-603
- 4. Inadequate response to request for proposals.  
Section 3-143-609
- 5. Proposal not responsive.  
Section 3-143-610 (1)
- 6. Applicant not responsible.  
Section 3-143-610

- L. Opening of Proposals. Upon receipt of proposal by DHHL at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped and, when possible, time-stamped. All documents so received shall be held in a secure place by the DHHL and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

- M. Notice of Award. A Notice of Award containing a statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.
- N. Protests. Any applicant may file a protest (using a prescribed form provided by the administrator of the State Procurement Office available on the State Procurement Office website whose address is on the Competitive POS Application Checklist located in Section 5: Attachments of this RFP), against the awarding of the contract as long as an original and two copies of the protest is served upon the head of the state purchasing agency that conducted the protested procurement, and the procurement office who handled the protested procurement, by United States mail, or by hand delivery. A Notice of Protest regarding an award of contract and related matters that arise in connection with a procurement made under a competitive purchase of services shall be served within 5 (five) working days of the postmark of the notice of findings and decision sent to the protester. The Notice of Protest form SPO-H-801, is available on the SPO website. Only the following matters may be protested:
1. A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes.
  2. A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes.
  3. A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

**Head of State**

**Purchasing Agency**

Micah A. Kane, Chairman  
Hawaiian Homes Commission  
DHHL  
P. O. Box 1879  
Honolulu, HI 96805  
1099 Alakea St., Suite 2000  
Honolulu, HI 96813  
Telephone: (808) 586-3800

**Procurement Officer**

Isaac Takahashi  
Acting Housing Project Branch Chief  
DHHL  
P. O. Box 1879  
Honolulu, HI 96805  
1099 Alakea St., Suite 1230  
Honolulu, HI 96813  
Telephone: (808) 587-6488

- O. Availability of Funds. The award of a contract and any allowed renewal or extension thereof, is subject to allotments to be made by the Director of Finance, State of Hawaii, pursuant to Chapter 37, Hawaii Revised Statutes, and subject to the availability of State and/or Federal funds.
- P. Cost Principles. In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under Chapter 103F, HRS, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201 which is attached to this RFP under Section 5: Attachments. Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

## II. Criteria for Concept Acceptance and Review

To ensure that the proposed service meets the application requirements and is designed to achieve the proposed goals and objectives of the Service Specifications, the following criteria have been established.

- A. Acceptance for Review. Each proposal shall be evaluated for completeness based on the organization's certification (included in Section 5: Attachments) that it meets the following criteria:
  - 1. The organization must be in compliance with the standards and conditions of Chapter 103F, Purchases of Health and Human Services, Chapter 103, Part II, 103D Hawaii Revised Statutes ("HRS"), relating to expenditure of public money and public contract. Copies of Chapter 103F, 103, and 103D, HRS can be obtained from a public library.
  - 2. The organization or business assures that it has tax exemption verification for non-profit agencies, articles of incorporation, financial statements of the organization, copy of financial audit, by-laws, and applicable licenses that will be provided upon request.
  - 3. The organization or business must be in compliance with laws and standards, i.e., does not violate applicable Federal, State and local law relating to the contracting process; meets all applicable licensing, certification and accreditation requirements; and has policies to assure ethical conduct of employees and board members.
  - 4. The organization or business assures it will comply with general liability insurance requirements, including listing the State of Hawaii and DHHL as an additional insured and providing written notice upon cancellation of said insurance.

5. The organization assures it is in good standing with the Department of Commerce and Consumer Affairs (DCCA), if the organization is not pre-registered with the State Procurement Office, the organization will provide a certificate of good standing from the DCCA.
  6. The organization shall have a functional accounting system operated in accordance with generally accepted accounting principles.
- B. Review of Application. Applications which conform to the above administrative requirements will be reviewed. Further information may be requested at the discretion of the selection committee.
- C. Submittal Review. Proposals will be reviewed on the basis of which respondent(s) can best provide the services and eligible activities. Generally, the proposed services should be:
1. Relevant to the needs of the native Hawaiian applicants;
  2. Configured and delivered in a manner likely to be successfully received by the targeted population;
  3. Likely to achieve successful outcomes which can be quantifiably measured; and

### III. Standard Contractual Requirements

The selected organization shall comply with all administrative requirements, which are standard for State of Hawaii contracts, and are stated in the State of Hawaii General Conditions. Organizations funded by a federal agency shall be required to comply with Code of Federal Regulations and circulars from the Office of Management and Budget as appropriate.

### IV. Contract Monitoring

- A. All contracts shall be monitored by DHHL's Housing Project Branch, in accordance with requirements set forth in **Chapters 103, 103F, and 103D, HRS and all other applicable State and Federal laws.**
- B. Contract monitoring shall be on a regular basis. Areas of monitoring will include but not be limited to:
1. Compliance with contract terms;
  2. Degree to which performance targets are met, and services and activities described in the contract are being provided;
  3. Appropriateness of clients served;

4. Accuracy and completeness of program execution including case record-keeping, accounting practices and fiscal record-keeping;
5. Utilization of services by program participants;
6. Observations of program operations and survey of clients and referral sources; and
7. Adherence to personnel standards and practices.

## **Section 2: Service Specifications**

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### **I. Introduction**

#### **A. Background**

The Department of Hawaiian Home Lands (DHHL), through the Hawaiian Homes Commission Act of 1920, as amended, is responsible for the management of an extensive land trust consisting of over 200,000 acres on the islands of Kauai, Oahu, Molokai, Maui, Lanai and Hawaii.

To accomplish its mission, the DHHL's priority goal is to provide an efficient and fair delivery of housing and supportive services to our native Hawaiian beneficiaries.

#### **B. Purpose of Need**

The DHHL seeks to secure services from qualified provider agencies to assist native Hawaiian applicants under the Mutual Self-Help Housing Program. The program is targeted to families who are unable to buy clean, safe housing through conventional methods. Families participating in a mutual self-help program perform approximately 65 percent of the construction labor on each other's homes under qualified supervision. The savings from the reduction in labor costs allows otherwise ineligible families to own their homes.

### **II. General Requirements**

#### **A. Goals of Services**

This program supports the delivery of a wide variety of housing counseling services to potential homebuyers and homeowners. The primary objective of this program is to expand homeownership opportunities. The selected provider agency must provide guidance and advice to help families improve their housing conditions and meet the responsibilities of tenancy and homeownership.

#### **B. Target Population**

Native Hawaiian persons or families on DHHL's Residential Waiting List who are 80% or below the area median income.

#### **C. Geographic Coverage**

East Hawaii: South Point to Honomu

D. Probable funding Amounts, Source and Period of Availability

The provider agency will be responsible to secure technical assistance funding resources to administer the Mutual Self-Help Housing Program.

E. Specific qualifications or requirements, including but not limited to licensure or accreditation.

1. The applicant shall comply with Chapter 103F, Hawaii Revised Statutes. Cost principles for Purchases of Health and Human Services identified in SPO-H-201 (effective 10/1/98), and can be found on the SPO website at: <http://spo.hawaii.gov>.
2. Preference will be given to the provider agency who has a permanent office in East Hawaii, island of Hawaii, and that can provide services for the entire geographic area for which this contract proposal is being submitted.
3. Management Requirements.
  - a. Personnel. The applicant shall have standards and procedures to ensure that all employees are fully qualified to engage in activities and perform the services required.
  - b. Applicants are required to demonstrate that staff possess the minimum education, training, or credentials to effectively provide services.
4. Administrative. To be determined eligible by the State, interested applicants must certify or provide documentation of the following:
  - a. Be a profit organization incorporated under the laws of the State of Hawaii **or** nonprofit organization determined by the Internal Revenue Services to be exempt from federal income tax and with a governing board whose members have no material conflict of interest and serve without compensation and with bylaws or policies that describe the manner in which business is conducted and policies that relate to nepotism and management of potential conflict of interest situations;
  - b. Have at least one year's experience with the project or in the program area for which the proposal is being made (exceptions may be granted by the Chairman of the Hawaiian Homes Commission where an agency otherwise

demonstrated the necessary experience or expertise in the program area);

- c. Have addressed any instances of non-compliance found in past audit and monitoring reports conducted for any programs administered by the DHHL;
  - d. Have no outstanding balances owing to the DHHL (exceptions may be granted by the Chairman of the Hawaiian Homes Commission (HHC) or debts recently acquired and for debts which have a repayment plan approved by the Chairman of the HHC.)
  - e. Be in good standing with the Department of Commerce and Consumer Affairs and the State Department of Taxation; and Internal Revenue Service;
  - f. Have a functioning accounting system that is operated in accordance with generally accepted accounting principles, or have a designated entity that will maintain a functioning accounting system for the organization in accordance with generally accepted accounting principles;
  - g. Perform financial and compliance audits in accordance with "Government OMB Circular A-133".
5. Applicants must maintain written policies and procedures for the required services including personnel standards, operating procedures, determination of client eligibility, documentation and record keeping, data gathering and reporting, financial administration, quality assurance and monitoring.
6. Selected provider(s) shall indemnify the State of Hawaii and the Department of Hawaiian Home Lands and shall obtain the following insurance:
- a. General Liability: \$ 1,000,000.00
  - b. Automobile Liability: \$ 300,000.00

The selected provider(s) shall be required to comply with all laws, ordinances, codes, rules and regulations of the Federal, State and local governments as they relate to the operations of the project and adhere to the instructions prescribed by the DHHL.

7. The selected provider(s) shall retain any book, document, paper, file or other record of performance of services for the purposes of



monitoring, evaluating, or auditing the provider's performance of services and the program, and management and fiscal practices for at least three years, except in any litigation, investigation, audit or other action is underway. The DHHL and any of their authorized representatives shall have the right of access to any records that are related to the performance of services. The right of access shall not be limited to the required retention period but shall last as long as the records are retained.

8. Quality assurance and evaluation specifications

- a. Provide a description of your agency's quality assurance and evaluation plan. The plan should evaluate the efficiency, effectiveness and quality of services and include an evaluation of services by program participants.
- b. Performance of all contracted agencies will be monitored on an ongoing basis by the DHHL through file reviews, desk monitoring, site inspections and/or other methods. Providers who fail to adequately provide services as contracted shall be required to provide a written corrective action plan which address the corrective actions that will be taken to improve the program, the timeline for implementation and the responsible parties.
- c. Failure to comply with reporting requirements or to adequately address monitoring findings may result in the suspension or cancellation of payments or the contract. Providers shall agree to make participant files available to the DHHL for the purposes of monitoring.
- d. Output and performance/outcome measurements. Providers shall be monitored on their ability to meet output and performance measures as contracted.
- e. Reporting requirements for program and fiscal data. Provider(s) shall submit quarterly activity and financial reports no later than 30 days after the end of each quarter of the State fiscal year(s) or as otherwise instructed by the DHHL. The quarterly reports shall summarize program and financial activities, including but not limited to, numbers of individuals and families served, levels of services performed, outcome objectives achieved, demographic data, problems and recommendations to remedy, income and expenditures to date, and the expenditure's relationship to the approved budget and an explanation of variances in said budget.

- f. Provider(s) shall submit a final report no later than 45 days at the end of the State fiscal year(s) or a sooner termination date or as otherwise instructed by the DHHL. The final report shall document the provider's overall efforts toward meeting contract requirements and reporting expenditures actually incurred.
  - g. Provider(s) shall submit information and/or required reports in a timely manner and in the appropriate forms as prescribed by the DHHL.
- 9. Secondary purchaser participation. Not applicable.
  - 10. Multiple or alternate proposal. Not applicable.
  - 11. Single or multiple contracts to be awarded. Multiple.
  - 12. Single or multi-term contracts to be awarded. Multi-term (>2 yrs.)

### III. Contents of Response to Request for Proposals

The response to this Request for Proposals shall provide the following information.

- A. Executive Summary. This section should condense and highlight the contents of the proposal in a way that provides the Selection Committee with a broad understanding of the entire proposal. This section should not exceed 3 (three paragraphs).

DHHL will also give preference and **2** (two) bonus points to provider agencies whose place of business is located in East Hawaii, on the island of Hawaii.

#### B. Capacity of the Applicant and Relevant Organizational Staff

- 1. Knowledge and experience. Number of years of recent housing counseling experience of counselors. Submit the names and titles of employees, including subcontractors and consultants, performing the activities proposed in the scope of services.

Clerical staff should not be listed. Describe each employee's, subcontractor's, or consultant's relevant professional background and experience. Experience is relevant if it corresponds directly to projects of a similar scale and purpose. Provide the number of years of experience for each person listed, and indicate when each position was held. Individual descriptions should be limited to one page. List recent and relevant training received.

The applicant shall describe its planned organization of management and staff who will provide and oversee the required services.

2. Past Performance

- a. Quality and complexity of services. Provide documentation of the types and complexity of the services provided for the period: 10/1/02 to 9/30/03, and the outcomes for clients as a result of the counseling. Describe the level of effort and time required to provide the housing counseling services and to meet the needs of the clients. Indicate the average counseling time per client for all types of counseling performed. Also describe the follow-up activities, if applicable.

Indicate the number of clients that participated only in Homebuyer education workshops or other types of classes offered as group sessions. Indicate the number of individuals who participated in group sessions and also received one-on-one counseling.

- b. Impact/Outcomes. Characterize your performance at meeting your goals for the period: 10/1/02 to 9/30/03, under other sources of funding, such as other federal, state or local grant awards. Explain any differences between goals and results. Suggested outcome goals are:

- Number of individuals receiving pre-purchase counseling who purchased home.
- Number of individuals receiving pre-purchase counseling who are working towards becoming mortgage ready.
- Number of individuals receiving pre-purchase counseling who evaluate their situation and elect not to purchase.
- Number of individuals receiving default counseling who successfully avoid foreclosure.

- c. Impact/Leveraged Resources. Provide an analysis of the quantity of clients served with non-HUD funded counseling activities within the context of budget, costs, spending decisions, the types of services provided, and level of effort expended.

- d. Performance Requirements. Describe past performance with regards to the timeliness and completeness with which you satisfied reporting requirements.

C. Soundness of Approach/Services Proposed

1. Work Plan. Describe the proposed housing counseling and contracting services, and if applicable, intermediary activities, including training, you propose to undertake. Please attach copy of curriculum that will be used for prior and post homeownership training.
2. Employee Allocation/Staff Hours. Include the names and titles of employees, including subcontractors and consultants, allocated to each proposed activity, as well as the corresponding staff hours for each task. Demonstrate that each employee's experience is related to the tasks they are to perform.
3. Coordination. Describe partnerships and efforts to coordinate proposed activities with other organizations, including, but not limited to, emergency service providers, lending organizations and nonprofit housing providers. Any written agreements or memoranda of understanding in place should be described and copies provided. Include any internal lending operations and loan products available to clients.

Describe plans to avoid conflicts of interest, such as methods for disclosing to participants that they are free to choose lenders, and provide copies of relevant disclosure forms and materials.

4. Quality and Complexity of Services. Carefully document the types and complexity of the services to be provided. Describe the level of effort and time you anticipate is required to provide the proposed counseling services to, and meet the needs of clients you propose to serve, average counseling time you anticipate per client for all types of counseling offered and include Homebuyer education workshops/training and other group sessions. Also describe planned follow-up activities, if applicable.
5. Efficient Use of Resources. Describe, relative to past performance, the financial and human resources necessary to adequately serve clients.
6. Provide letters from entities and/or individuals committing resources to your proposed services, and include:
  - a. The identity of the entity or individual committing resources to the project;
  - b. The dollar value of the resources to be committed;
  - c. Type of resources to be committed.

- d. An indication that the resources or the specific portion of it, is intended for this self-help program.

D. Achieving Results and Program Evaluation

Submit an effective, quantifiable outcome-oriented evaluation plan for measuring performance and determining that output and outcome goals have been met. You must also submit a program evaluation plan that demonstrates how you will measure your own program performance. Your Evaluation Plan should identify what you are going to measure, how you are going to measure it, and the steps you have in place to make adjustments to your work plan if performance targets are not met within established timeframes. Identify outputs (direct products of your program's activities), and show how you will measure actual accomplishments against anticipated achievements. Identify work plan adjustments if outputs are not within established timeframes or if you begin to fall short of established outputs and timeframes. Identify outcomes, benefit accruing to the families as a result of participation in the program.

IV. Scope of Work

The scope of work encompasses the following tasks and responsibilities.

- A. Service Activities. The prospective Offeror shall assist DHHL in all service activities relating to the development of the mutual self-help program with primary emphasis on the following:

- 1. Family Screening/Selection. When the family is referred to the provider agency by DHHL, the family is screened for program eligibility and, if the family appears to meet the criteria for enrollment, the provider agency shall provide an intake interview to gain more information about the family's tenant history.

After the intake interview, the provider agency will perform a "housing needs assessment" which will address tenant history, family need and expectations for housing, and the family's living habits. The form can be adapted to various settings in order to meet the needs of particular agencies. While some of the information gained is used to represent the family, the client's privacy and confidentiality are of the utmost importance.

- a. Provide initial assessment of program participants who are 80% and below median area income;
- b. Financially qualified;
- c. Identify first time homebuyers;

- d. Written mutual self-help program commitment by each program participant, as required by DHHL and provider agency.
- 2. Homeownership/Financial Counseling. The provider agency is required to conduct pre and post homeownership classes. Classes should include, but are not limited to:
  - a. One-on-one counseling
  - b. Credit history and financial resources
  - c. Savings and home maintenance reserve accounts
  - d. Loan application instructions
  - e. Life skills
- 3. Financing of Houses. Assistance with funding resources shall be provided to each family for the house construction and related costs.

Provider agencies shall assist each family in completing the following:

- a. Loan application. Assist families in qualifying for and closing mortgage and/or combination construction/mortgage loans.
  - b. Execute credit information authorization
  - c. Execute landlord verification form
  - d. Execute verification of employment
- 4. Project Planning and Evaluation. The project planning and evaluation activities include, but are not limited to:
  - a. The design and permit process of each housing unit, including utility hook up.
  - b. The design and permit process for on-site infrastructure improvement, including individual wastewater facility system on each lot and drainage swales.
  - c. Obtain all required government and public utility permits and approvals.
  - d. Schedule all construction inspections.
  - e. Monitor progress of each project.
  - f. Provide program evaluation of program participants after completion of project.
  - g. Provide various housing packages and wastewater systems for each lot.
- 5. Construction Coordination. The provider agency is required to establish and maintain the overall construction activities as follows:

- a. Safety training in construction and use of equipment and tools;
- b. Supervise work of licensed subcontractors and self-help participants;
- c. Conduct progress sessions with all teams and partnerships on goals/objectives for the project. Establish rules of communication and responsibilities of each member.
- d. Schedule deliveries of supplies and equipment necessary for the construction of the houses and on-site improvements.
- e. Organize and maintain the purchase of use of materials as required by the Project plans and specifications, and secure storage for all materials and equipment.
- f. Monitor compliance of self-help agreement and all work rules of each participant.
- g. Provide mediation when necessary.
- h. Conduct inspection of homes, supervise punch list and acceptance of final inspection of each home.
- i. Maintain and distribute product warranty information and coordinate any warranty repair work during the warranty period.
- j. Provide two copies of reproducible as-built drawings of all construction to DHHL at completion of project.
- k. Other related services include, but are not limited to:
  - 1) Provide all administrative and clerical support services as required to implement and complete the Project.
  - 2) Coordinate and conduct public relations events, such as planning of the ground breaking and dedication ceremonies for the Project.
  - 3) Provide adequate coordination and staff for each planned ceremony, including the food and refreshments for each event.

### Section 3: Proposal Instructions

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Organizations shall respond by addressing each of the topic headings listed below and provide the requested information as specified. Proposal shall be typewritten or mechanically printed, single-spaced and pages numbered on 8-1/2" x 11" paper. The proposals shall be stapled or bound in some fashion with one (1) original and three (3) copies submitted for review.

#### I. Proposal Application Instructions

- A. Complete the RFP Application Title Page.
- B. Your agency's application shall utilize the following Application Form format where information is requested.
- C. Your agency's application shall:
  - 1. Be assembled in the order shown in the Table of Contents with the RFP Application Title Page as cover sheet for the entire application form;
  - 2. Be bound (stapled, prong fastened, etc.);
  - 3. Be labeled and tabbed at each section and exhibit;
  - 4. Number each page sequentially with the appropriate page number of each section and exhibit entered on the Table of Contents; and
  - 5. Include any attachments at the **end** of the application.

#### II. Proposal Content

Provide the information requested in Section 2: III. Please tab Sections A, B, C, D and E. Information may be provided in bulleted, table and/or narrative format, whichever provides the greatest clarity.

Section A: Executive Summary

Section B: Capacity of the Applicant and Relevant Organizational Staff

Section C: Soundness of Approach/Proposed Services

Section D: Achieving Results/Program Evaluation

Section E: Attachments



## Section 4: Proposal Evaluation

### I. Introduction

The evaluation information received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

### II. Evaluation Process

The procurement office or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge or, and program responsibility for program service and financing.

### III. Evaluation Criteria

DHHL will score potential providers as follows:

<u>Evaluation Categories</u>	<u>Possible Points</u>
A. Executive Summary	3
B. Capacity of the Applicant and Relevant Organizational Staff	
1. Knowledge and Experience	10
2. Past Performance	
a. Quality and Complexity of Services	4
b. Impact/Outcomes	4
c. Impact/Leveraged Resources	4
d. Performance Requirements	4
C. Soundness of Approach/Services Proposed	
1. Work Plan	4
2. Employee Allocation/Staff Hours	4
3. Coordination	10
4. Quality and Complexity of Services	15
5. Efficient Use of Resources	15
6. Letters of Commitment	4
D. Achieving Results and Program Evaluation	15
Total Possible Points	100

## **Section 5: Attachments**

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This section includes forms and certifications.

### **Document**

1. RFP Application Title Page
2. Table of Contents
3. Certification
4. General Conditions of the Contract

**DEPARTMENT OF HAWAIIAN HOME LANDS**

**RFP APPLICATION TITLE PAGE**

**RFP NO.: RFP-005-HHL-001  
MUTUAL SELF-HELP HOUSING SERVICES PROGRAM**

<p>1. APPLICANT INFORMATION</p> <p>LEGAL NAME:</p> <p>DBA:</p> <p>STREET ADDRESS:</p> <p>MAILING ADDRESS:</p>	<p>2. CONTACT PERSON FOR MATTERS INVOLVING THIS APPLICATION</p> <p>Name:</p> <p>Title:</p> <p>Phone No.:</p> <p>Fax No.:</p> <p>e-mail:</p>										
<p>3. TYPE OF BUSINESS ENTITY:</p> <p><input type="checkbox"/> NONPROFIT CORPORATION</p> <p><input type="checkbox"/> FOR PROFIT CORPORATION</p> <p><input type="checkbox"/> LIMITED LIABILITY COMPANY</p> <p><input type="checkbox"/> SOLE PROPRIETORSHIP</p> <p><input type="checkbox"/> PARTNERSHIP</p>	<p>7. DESCRIPTIVE TITLE OF APPLICANT'S PROGRAM</p>										
<p>4. FEDERAL TAX ID #:</p> <p>5. STATE TAX ID:</p> <p>6. SSN (IF AN INDIVIDUAL):</p>	<p>8. TARGET GROUP:</p>										
<p>9. GEOGRAPHIC AREA(S) APPLICANT IS ABLE TO SERVE:</p> <table border="0"><tr><td><input type="checkbox"/> EAST HAWAI'I</td><td><input type="checkbox"/> KAUAI</td></tr><tr><td><input type="checkbox"/> WEST HAWAI'I</td><td><input type="checkbox"/> LEEWARD O'AHU</td></tr><tr><td><input type="checkbox"/> MAUI</td><td><input type="checkbox"/> CENTRAL O'AHU</td></tr><tr><td><input type="checkbox"/> MOLOKA'I</td><td><input type="checkbox"/> WINDWARD O'AHU</td></tr><tr><td><input type="checkbox"/> LANA'I</td><td><input type="checkbox"/> HONOLULU</td></tr></table>	<input type="checkbox"/> EAST HAWAI'I	<input type="checkbox"/> KAUAI	<input type="checkbox"/> WEST HAWAI'I	<input type="checkbox"/> LEEWARD O'AHU	<input type="checkbox"/> MAUI	<input type="checkbox"/> CENTRAL O'AHU	<input type="checkbox"/> MOLOKA'I	<input type="checkbox"/> WINDWARD O'AHU	<input type="checkbox"/> LANA'I	<input type="checkbox"/> HONOLULU	<p>10. LICENSING AND BUSINESS STATUS QUALIFICATION</p> <p><input type="checkbox"/> APPLICANT IS PREREGISTERED</p> <p><input type="checkbox"/> APPLICANT IS NOT PREREGISTERED. FORM SPO-H-100A AND REQUIRED DOCUMENTATION IS ATTACHED.</p>
<input type="checkbox"/> EAST HAWAI'I	<input type="checkbox"/> KAUAI										
<input type="checkbox"/> WEST HAWAI'I	<input type="checkbox"/> LEEWARD O'AHU										
<input type="checkbox"/> MAUI	<input type="checkbox"/> CENTRAL O'AHU										
<input type="checkbox"/> MOLOKA'I	<input type="checkbox"/> WINDWARD O'AHU										
<input type="checkbox"/> LANA'I	<input type="checkbox"/> HONOLULU										
<p>_____</p> <p>Type Name and Title of Authorized Representative</p> <p>_____</p> <p>Authorized Signature</p> <p>_____</p> <p>Date Signed</p>											

(SAMPLE)  
Table of Contents

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E. Attachments	
1. Certification	
2. Letters of Commitment	

## Certification

### Certification of Consistency and Compliance with State of Hawaii Procurement Requirements

I certify that the proposed activities will be consistent with the following and comply with all State of Hawaii statutes and regulations related to the following:

1. The organization is in compliance with the standards and conditions of Chapter 103F, Purchases of Health and Human Services, Chapter 103, Part II. 103D, Hawaii Revised Statutes ("HRS"), relating to expenditure of public money and public contract. (*Copies of Chapters 103F, 103, and 103D, HRS can be obtained from a public library.*)
2. The organization is a profit organization incorporated under the laws of the State or nonprofit organization determined by the Internal Revenue<sup>4</sup> Service to be exempt from federal income tax and with a governing board whose members have no material conflict of interest and serve without compensations and with bylaws or policies that describe the manner in which business is conducted and policies that describe the manner in which business is conducted and policies that relate to nepotism and management of potential conflict of interest situations.
3. The organization or business assures that it has tax exemption verification for nonprofit agencies, articles of incorporation, financial statements of the organization, copy of financial audit, by-laws, and applicable licenses that will be provided upon request.
4. The organization or business ins in compliance with laws and standards, i.e. does not violate applicable Federal, State and local laws relating to the contracting process; meets all applicable licensing, certification and accreditation requirements; and has policies to assure ethical conduct of employees and board members.
5. The organization or business assures it will comply with general liability insurance requirements, including listing the State of Hawaii and HCDCH as an additional insured and providing written notice upon cancellation of said insurance.
6. The organization assures it is in good standing with the Department of Commerce and Consumer Affairs (DCCA), if the organization is not pre-registered with the State Procurement Office, the organization will provide a certificate of good standing from the DCCA.

7. The organization has a functional accounting system operated in accordance with generally accepted accounting principles.
8. The organization has at least one year's experience with the project or in the program area for which the proposal is being made (exceptions may be granted by the Chairman of the Hawaiian Homes Commission where an agency has otherwise demonstrated the necessary experience or expertise in the program area.
9. The organization has addressed any instances of non-compliance found in past audit and monitoring reports conducted for any programs administered by DHHL.
10. The organization has no outstanding balances owing to the DHHL (exceptions may be granted by the Chairman of the Hawaiian Homes Commission (HHC) for debts recently acquired and for debts which have a repayment plan approved by the Chairman of the HHC).
11. The organization will perform financial and compliance audits in accordance with "Government OMB Circular A-133" and submit the audits to the Department as directed if federally funded.

Signed this \_\_\_\_\_ day of \_\_\_\_\_, 2004

By: \_\_\_\_\_  
Applicant Chief Executive Officer, or Other Authorized Representative

For: \_\_\_\_\_  
Applicant